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ABSTRACT

This report summarizes data obtained in a questionnaire administered in Fall 1978 to participants in Rio Hondo Junior College Community Services and Noncredit classes, and discusses additional data on costs and enrollments. The objectives for the 1977-78 program are listed; they included increasing enrollment and attendance, surveying participants and instructors regarding programs, increasing new programs offered, and improving the cost efficiency of the operation. Data indicate that enrollment in 1977-78 increased by 61% and attendance improved by 10%. Participants were surveyed and 93% of the respondents gave either an outstanding or good rating of programs. Instructors were also surveyed and indicated they would like to teach their course again. Cost of the program per contact hour was reduced from $0.58 in 1976-77 to $0.55 in 1977-78. Seventy-seven different sites for instruction were used in 1977-78 and 194 programs were presented with a total attendance of 17,149. Participants in the program demonstrated a wide variety of educational backgrounds and preparation and ranged in age from 18 to over 80 years of age. The report discusses trends and makes recommendations for future administration of the program. The survey instrument is appended and results are presented in graphs and tables. (DB)

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RIO HONDO COMMUNITY COLLEGE DISTRICT

Special Report to the Board of Trustees
January 24, 1978

SPECIAL REPORT NO. 2

Annual Report on Community Services, 1977-78

I am always proud to present to the Board the Community Services Annual Report prepared by Dean Yosh Nakamura and his staff.

Community Services are a very dynamic part of our institution, and like the nation-wide trend among colleges, continues to grow. However, the dramatic growth in the Community Services Programs at Rio Hondo can be attributed to the growing interest on the part of our constituents, but also recognized as one of the very fine achievements of Dean Yosh Nakamura.

You will note in this report that Yosh has included his objectives and the results of his objectives, as well as a considerable amount of other data in all Community Services areas. He has been commended for this excellent work.

L. A. Grandy

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RIO HONDO COLLEGE
OFFICE OF COMMUNITY SERVICES

January 10, 1979

TO: Dr. L. A. Grandy, Superintendent/President

FROM: Yoshio C. Nakamura

SUBJECT: Annual Report on Community Services, 1977-78

INTRODUCTION

1. It is a pleasure to report that Community Services and Noncredit Classes for Adults had significant growth in programs, participants and contact hours over base year 1974-75. There were 155,940 participants, up 68,519 (78%) over base year 1974-75 and up 9,305 (6%) over 1976-77. There were 581,446 contact hours, up 285,501 (16%) over base eyar 1974-75, and up 70,498 (14%) from 1976-77. This report augments the data survey on Community Services which was sent to the Board of Trustees in special report number 5 on October 25, 1978.

2. This report takes the form of major EMIS objectives for 1977-78 and continues to compare data with the 1974-75 base eyar.

3. The surveys (participant opinionnaires and lecturer evaluations) indicate a very favorable evaluation of our programs and services.

4. Validation of the results of participant opinionnaires resulted from a survey conducted by the Accreditation Self Study Committee on Community Services completed on December 11, 1978. Significantly, a comfortable majority of respondents, which included 481 credit students, 161 Community Services and Noncredit classes participants and 101 college staff felt the college should be offering all the programs and services listed as Community Services programs and Noncredit Classes. 10% of the respondents said they had attended Community Services class or event before enrolling in credit classes. 80% of the respondents also felt that the college catalog statement on Community Services was their understanding of Community Services. Please see Exhibit W for the results of survey.

5. The change from a straight linear path from school to work then retirement of the past to the curvilinear flow in the continuum of life today, is well represented in the educational levels attained by respondents of the Community Services opinionnaire. People are moving from school to work and returning to school repeatedly throughout life. The changes in home, work and other life patterns have made lifelong learning an important part of living and survival. The flow to Community Services and Noncredit classes and programs as illustrated by the 932 respondents show their last level of education/diploma/degree completed to be 66 (7%) Elementary School; 415 (43%) High School; 202 (21%) Associate Degree in Arts or Science; 151 (16%) Bachelor's Degree; 103 (11%) Master's, Doctor or other Degree; and 27 (3%) declining to answer and 32 (3%) giving more than one answer.

6. The success of the 1977-78 Community Services Programs and Noncredit Classes for Adults could not have been accomplished without the dedicated work and help of many people, including staff, both regular and part-time. The support given by the President of the College and the College Board of Trustees should also be recognized. The following people were particularly helpful in fulfilling the Community Services mission of the college Helene French, Carmel Dankert, Jean Bilar, Bob Saenz & Kim Pinter (C.S.); Ted Snyder, Jean Bryan and John Francis (Community Relations); Bob Bland (Recreation); Alberta Carrillo and staff (EOPS); Ken Knowlton, Roxie Lypps, Genevieve Lopez and Armida Torres (Mobile Classroom); Dewayne Highfill, Ray Fritsch, Larry Wright and Kevin Ritschel (Astro-Physical Observatory Program); Linda Valeri and Sylvia Mitchell (Art Gallery); John Ogborn (Automotive Technology); Inice Chirco (Allied Health programs and workshops); John Jacobs (Fine Arts programs); Alvin Jessup and Jimmie Quiroz (Music); Jean Korf, Ronald Ranson Jr., Gil Jordan, Michael Valentino, Bob Eisele, Manuel Castillejos and Ed Riherd (Theatre Arts); Phyllis Arias (Project SHARE); Leon East and Victor Rientord (LAC); Charles Lomas and Paul Moreland (MRC); Jean Callahan and John Metcalf (AJ/LAC); Pat Prukop and Christine Iwane (Whittier Hospital); David Hopkins and staff (Reading and SAT preparation); Wilbur Lorbeer and David Barnes (Apprenticeship); Jerry Romotsky (Art in the Community) and Darry Seaton (Campus Ministry Associate); and many more.

Results of Objectives for 1977-78

The Community Services Results Objectives for the year were as follows:

1. Increase awareness, satisfaction, enjoyment and attitude toward Classes for Adults and Community Services programs as measured by the following:

   A. 500 new participants

   B. Survey of attendance opinion, desire for more/repeat and evaluation with minimum 75% positive responses of returning opinionnaires

   C. Attendance increase of 10% over base year 1974-75

   D. Instructors' evaluation showling increase 10% of discrepancy from 100% positive responses

3. Develop programs and increase the offering by 10% discrepancy from 100% of Community Services and Classes for Adults Educational programs, such as, but not limited to, non-credit classes, seminars, workshops, forums, lectures, Mobile Classroom/Child Care Project, field studies, film-lectures, docent programs and Astro-Physical Observatory public nights.

3. Promote the effectiveness and efficiency of Community Services Programs and Classes for Adults as measured by the relationship between total costs and total contact hours of participants.

Reports on the Results Objectives, including tables and graphs, follow:

1. Results Objective I

   A. Results Objective IA: New Participants

      Opinionnaires were collected from a group of 45 classes, workshops and seminars. Of the 932 respondents, 573 (61%) indicated they were attending a Rio Hondo College Community Services event for the first time. There were 155,940 attending events in 1977-78. If only 15,594 (10%) of Community Services programs and Noncredit Classes for Adults participants were first time attenders, it is clear that the goal of 500 new participants was exceeded by a wide margin.

   B. Results Objective IB: Positive Opinions of Those Attending

      854 (93%) of the respondents of the opinionnaire gave either an outstanding or good rating, 23 (2%) gave a fair rating, 3 (<1%) gave a poor rating and 42 (5%) did not give a rating. In terms of respondents liking more programs of the kind attended, 860 (92%) said yes, 26 (3%) said no and 46 (5%) did not mark an answer. The Results Objective of 75% positive responses was exceeded by a comfortable margin.

C. Results Objective 1C: Attendance Increase

The estimated total attendance for 1977-78 is 155,940, an increase of 68,519 (75%) participants over base year 1974-75 and 9,305 (6%) over the previous year. The growth of 78% far exceeds projected increase in Results Objective 1C.

Refer to Table 1 for comparison of attendance from 1974 to 1978.

Caution: Please note that an undetermined number of participants have attended more than one event and that some duplication of people counted was unavoidable. Therefore, the estimated contact hours give another dimension in evaluating participation in Community Services programs and Noncredit Classes for Adults (Table III).

Table I

ATTENDANCE COMPARISON 1974-75--1977-78

Estimated Attendance

Program	1974-75	1975-76	1976-77	1977-78	Change from Base Year 1974-75	Percentage
Use of College Facilities by Community Groups	9,424	13,973	15,464	10,596	+ 1,172	+ 12%
		(Community Services)		*(2,138)		
Community Services Classes & Workshops		(Noncredit Classes)		*(11,129)		
(includes Classes for Adults)	3,856	6,182	8,714	13,267	+ 9,411	+244%
Campus/ Community & Special Events	46,994	41,061	46,317	38,696	- 8,298	- 18%
Community Based Programs (College in the Community/ Community Development)	16,200	32,410	*(23,177) 5,651	*(17,149)	*(949) -16,200	*(6%)
Recreation (includes Recreation Classes)	10,947	12,392	69,941	92,763	+81,816	+747%
E.O.P.S. (Base Year 1975-76)		514	418	618	+ 618	+ 20%
Totals	87,421	106,532	146,635	155,940	68,519	+ 78%
Total Gold Cards in use	739	1,283	1,798	2,310	+ 1,571	+213%

*Duplicated information, not counted in total

Results Objective 1D: Lecturers/Supervisors/Instructors' Evaluations

Fifty-eight (91%) of the sixty-four Lecturers who evaluated their workshop/classes/seminars felt they would like to teach them again. Two (3%) said no, 3 (4%) did not know and 1 (2%) Lecturer did not answer.

Fifty-eight (91%) indicated their students had positive feelings about the course. None answered no, one (1%) person did not know and 5 (8%) persons did not answer.

Fifty-four (84%) Lecturers felt that the Community Services Office had provided the help they needed. Five persons (8%) didn't know or felt question was not applicable and five (8%) persons did not answer and no one answered no.

The average of 91% positive responses to the Lecturers' evaluation of their classes meets Results Objective 1D.

2. Results Objective 2: Increase in Number of Programs

Table II below shows an increase in programs of 233 (44%) over base year 1974-75, including 154 (104%) increase in number of Community Services Classes, workshops and seminars and Noncredit Classes for Adults. There were 184 Noncredit Classes for Adults in 1977-78 with 417.57 ADA, an increase of 140.57 ADA over the previous year. This growth is significant since the increase was against the trend of over-all college enrollment decline. The ADA history for Noncredit Classes for Adults is 277 (1976-77), 91.12 (1975-76) amd 62.82 (1974-75). Results Objective 2 has been exceeded by a wide margin.

Table II NUMBER OF PROGRAMS COMPARISON
Estimated Number

Program	1974-75	1975-76	1976-77	1977-78	Difference Over Base Year 1977-78	Change Percentage
Use of College Facilities by Community Groups	57	79	78	74	+ 17	+ 30%
Community Services Classes and Workshops (includes Classes for Adults)	148	167 *(138)	237 *(163)	302 *(184)	+ 154	+ 104%
Campus/Community & Special Events	222	366	376	260	+ 38	+ 17%
College in the Community (Community Based Programs)	108	219	*(224)	*(194)	+*(86)	+ 80%
Totals	535	831	691	636	+ 101	+ 19%

*Duplicated information not counted in total

3. Results Objective 3: Cost Effectiveness

This portion of the report includes income from the district and State for Community Services and Noncredit Classes for Adults and district expenses of the aforementioned programs, as well as district expenses of Community Relations program, Extended Opportunities Program and Security Guard. The estimated number of contact hours is also another measure of assessing the effectiveness of programs and classes.

Table III COST EFFECTIVENESS COMPARISON

Year	Estimated Contact Hours	District Funds Expended (With Other Income Subtracted) For Community Services Programs & Classes For Adults	Cost per Contact Hour
1973-74	295,944	$ 270,546	.91
1974-75	395,333	329,177	.83
1975-76	525,290	439,243	.83
1976-77	510,948	297,862*	.58
1977-78	581,446	322,225*	.55

(*Includes income from and expenses for Noncredit Classes for Adults)

Additional Observations and Comments

1. 77 different off-campus sites were used in 1977-78, a significant thrust in Community Based Programs. 194 programs were presented with an estimated attendance of 17,149 and contact hours totaling 79,826.

2. 224 different Lecturers, Supervisors, Specialists, Guest Lecturers, Artists, etc. presented or supervised 615 programs in 1977-78.

3. Male-female percentage: 29% of the respondents from participant opinionnaires stated they were male, 58% stated they were female and 13% did not identify their sex.

4. Age range of participants: Respondents from opinionnaires stated that 3% were under 18 years, 12% were 18-20 years, 23% were 21-29 years, 17% were 30-39 years, 7% were 40-49 years, 7% were 50-59 years, 11% were 60-69 years, 6% were 70-79 years, less than 1% were 80+ years, and 13% did not reveal their age group.

5. The Annual Report on Community Services programs and Noncredit Classes for Adults for 1977-78 with accompanying tables and graphs show that the variety of programs offered by the Office of Community Services is meeting the needs and desires of the college community. One of the valid indicators of community approval is participation in programs, particularly with increase in attendance.

6. The following factors were not included in the tables and computation of attendance, contact hours or income in this annual report:

   a. Services rendered by the Community Relations Office. No satisfactory formula to translate news coverage and other services into contact hours has been found.

   b. State income for EOPS.

7. This Annual Report includes the following expenses:

   a. District contribution to Community Services programs and Noncredit Classes for Adults, Community Relations Program, EOPS programs and Security Guard.

   b. District contribution to co-sponsored programs with Associated Students and community groups and the number of participants and contact hours generated by those programs.

8. The drop in campus/community special events in number of programs and participants reflects the drop in co-sponsored events with the Associated Students due to dramatic decrease in A.S. card sales and budget.

9. Weekend events totaled 154, including 120 on the college campus with a total attendance of 22,902 and an estimated total contact hours of 125,742. We predict that weekend Community Services events and Non-credit Classes will continue to attract residents of the community and frow in the future. The advent of the Weekend College with credit classes will be mutually beneficial and will augment services where the need has been demonstrated.

Trends and Comments About The Future

1. The prediction made last year of a growth trend in Community Services program and Noncredit Classes for Adults has been substantiated. The impact of Proposition 13 with increased or new Users' Fees and reduction of staff and resources in the 1978-79 year has adjusted objectives to maintain attendance near the Base Year (1974-75) level.

2. The trend nationwide as reported by Community Services, Continuing Education and Adult Education practitioners is the growing participation of adults in lifelong learning. Each developmental phase of adult life brings new challenges and the need for appropriate program responses. This report substantiates the trend for Rio Hondo College as well.

3. The prediction of growth in Noncredit Classes for Adults has been substantiated. The growth trend would undoubtedly continue if additional resources are made available.

4. Community Services has been successful in activating the brokerage concept of shared expenses and resources by having college/community groups and agencies co-sponsor events. Predictions are that this brokerage concept will grow in Community Services and in other segments of the college.

5. The energy crunch, particularly in terms of heating and air conditioning, will impact on weekend events. Ther will be less flexibility in the use of college facilities and may result in cut-backs in programming if participants are too uncomfortable. Several portable fans and heaters are recommended to be available.

6. The continued programming of classes for the gifted minors and for their parents is expected to strengthen the image of the college as a community resource for the gifted, talented, highly motivated and rapid learner residents of the area.

7. The rise in number of volunteer Lecturers, Supervisors and other personnel is expected as concerned college staff members and community resource persons want services continued at low or no cost to participants.

8. The staff has observed that Community Services and Noncredit Classes for Adults program participants tend to be less interested in long-range educational plans (many need to build up courage and experience in order to take credit classes and many already have degrees) and more interested in timely information or skill development about a specific occupation or interest. They seem to look for quality in instruction as well as in the instructor. They appear to be people who have other commitments, therefore want their education to be convenient. They tend to be interested in upward mobility, personal enrichment and survival. If a degree commitment was required, many of these participants would probably never get started. The need for Community Services and Noncredit type offerings will continue to exist for years to come.

9. The increase in the number of participants, including classes, in the result of greater effort to more accurately estimate attendance, good planning and coordination by Bob Bland, Supervisor of Recreation, and the greater awareness of the community of college Recreation/Athletics facilities and programs. This grow th trend is not expected to continue due to increased Users' Fees.

Needs in Community Services and Classes for Adults

1. There is continued need for additional classroom space assigned to Community Services during the day and evening, Mondays through Thursdays.

2. There is continued need for a well equipped and acoustically treated performance/lecture/multi-use hall. Steps have been taken to remodel Putnam Center so that is can serve than function as well as a student center.

3. There is continued need for a more automated way to gather data for reports, such as for the Chancellor's Office, Federal Government (HEGIS, VEA) and enrollment and other reports for college use, like this one.

4. The advent of the Community Services Grant-in-Aid Fund is expected to assist a number of qualified low-income residents in the community by awarding a one-half of the Users' Fees or Admission Fees to attend Community Services classes or programs. The search for donors for the fund will take additional time and energy of the college staff.

5. To meet the needs of low-income residents of the college community and disadvantaged senior citizens, there is a need for providing more resources in this thrust.

RIO HONDO COLLEGE
ACCREDITATION SELF STUDY COMMITTEE ON COMMUNITY SERVICES

RESULTS OF SURVEY
December 11, 1978

The following survey was conducted during the fall semester, 1978-79, by the Accreditation Study Committee on Community Services. The respondents completed the survey, including 481 (65%) credit students, 161 (22%) Community Services and Noncredit classes participants and 101 (13%) college staff. The results are indicated below each question with the number of respondents and percent of total respondents. The results indicate that 80% of the respondetns said the college catalog statement on Community Services was their understanding of Community Services. Other highlights show that 10% of the respondents enrolled in credit courses after first attending Community Services events or Noncredit Classes and a comfortable majority of the respondents feel Community Services should be providing all the programs and services, listed, validating surveys conducted of participants in the Office of Community Services sponsored programs and services from 1974-75 through 1977-78.

Statement on Community Services

Rio Hondo College sponsors educational, cultural and recreational programs on campus and in the community. Educational programs include lectures, seminars, short-term courses, workshops, conferences and the Astro-Physical Observatory programs. Art exhibitions, concerts and recitals, dance programs, theatrical programs, films and festivals are among the cultural events offered. Recreational programs offered include aquatics, basketball, tennis and field sports. Rio Hondo College students, staff and community residents are invited to Community Services events. Senior citizens are admitted at reduced rates through Gold Cards which are issued in the Community Services Office. Students are admitted at reduced fee rates.

The College also makes its facilities available for community groups and provides a Speaker's Bureau as well as a public information program for College programs and services.

In addition, the College offers the services of its faculty, staff and students to the community, including volunteer tutorial and docent programs and assistance to community groups in solving community problems.

1. Is the above statement your understanding of Community Services at Rio Hondo College?

Yes	Uncertain	No	No Answer
591	112	23	17
80%	15%	3%	2%

2. Have you attended Community Services or Noncredit events/classes?

Yes Many	Yes Few	Yes One	No None	No Answer
74	211	131	321	6
10%	28%	18%	43%	1%

3. Has your experience at the above events/classes been positive?

Yes	Uncertain	No	No Answer
406	106	80	149
55%	14%	11%	20%

4. Are you taking or have you taken credit classes at Rio Hondo?

Yes Many	Yes Few	Yes One	No None	No Answer
348	197	42	147	9
47%	20%	6%	20%	1%

5. Did you enroll in credit classes after first attending Community Services events or noncredit classes given by Rio Hondo College?

Yes	Uncertain	No	No Answer
73	52	586	32
10%	7%	79%	4%

6. Please check:

Male	Female	No Answer
340	391	12
46%	53%	1%

7. Please check:

RHC College Staff (includes 57 student assistants)	RHC Student	Other	No Answer
158	477	58	50
21%	64%	8%	7%

8. Are you a resident of the Rio Hondo College Community?

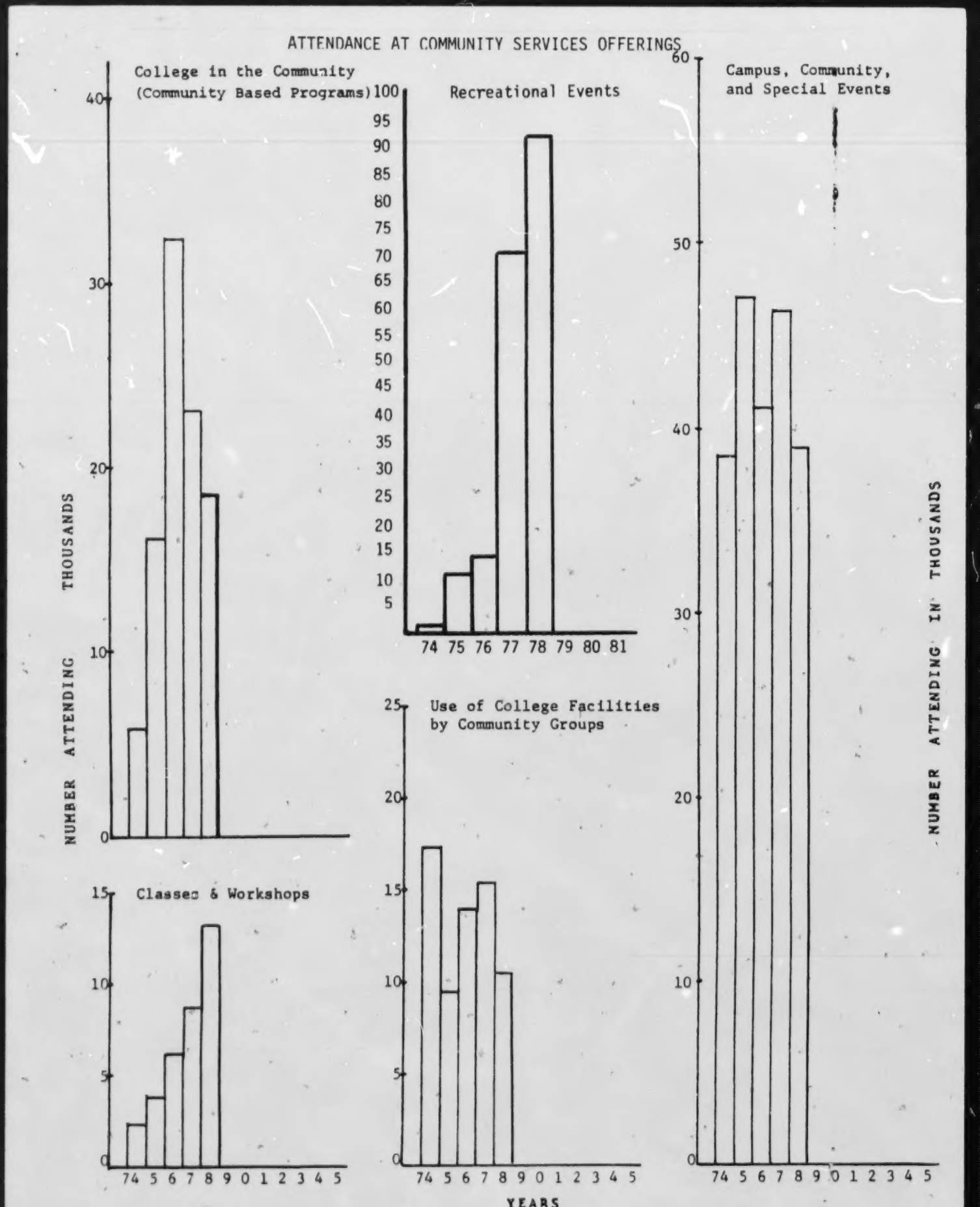
Yes	No
576	167
78%	22%

9. Please check age:

17 yrs. or younger	18-24	25-59	60 yrs. or above
32	398	288	27
4%	54%	39%	3%

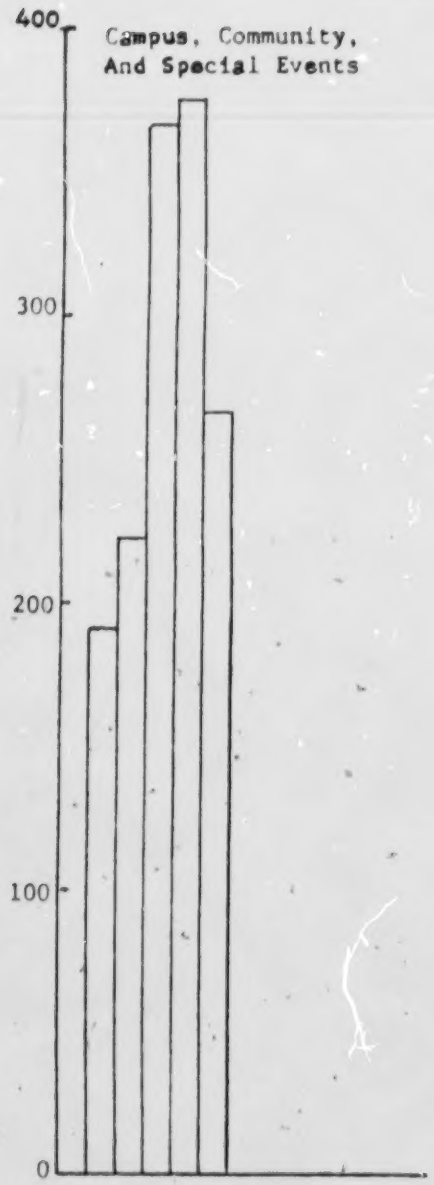
10. Do you feel Community Services should be providing the following programs and services:

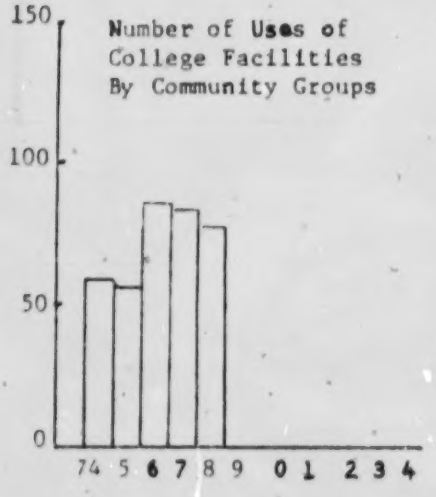
	Yes	Uncertain	No	No Answer
A. Noncredit Classes (State funded)	457 62%	144 19%	104 14%	38 5%
B. Community Services Classes (User fee supported)	553 74%	110 15%	39 5%	41 6%
C. Recreation Program (User fee supported)	576 78%	93 12%	33 4%	41 6%
D. Cultural Programs, Lectures, Films, and Special Events (User fee supported)	585 79%	83 11%	46 6%	29 4%
E. Community Relations Programs	470 63%	178 24%	44 6%	51 7%
F. Community Development	471 63%	181 24%	48 7%	43 6%
G. Community Use of College Facilities (State mandated)	551 74%	124 17%	31 4%	37 5%

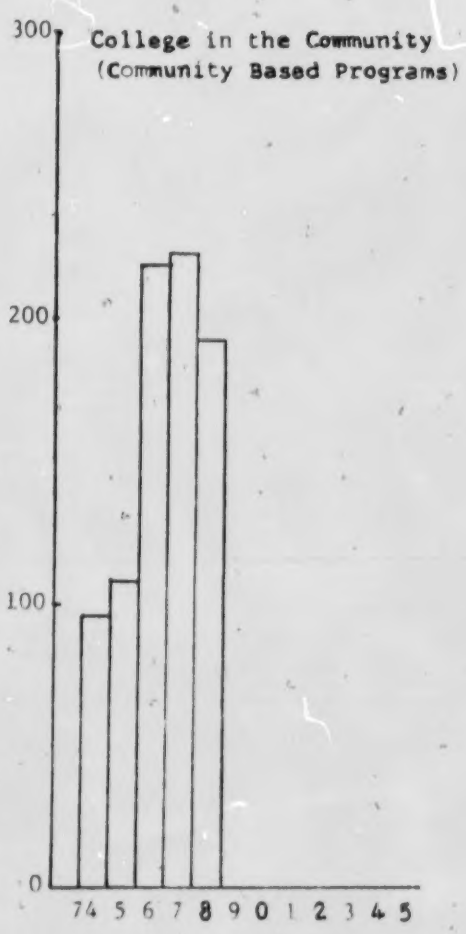

ATTENDANCE AT COMMUNITY SERVICES OFFERINGS
College in the Community
(Community Based Programs)
Recreational Events
Campus, Community,
and Special Events
Classes & Workshops
Use of College Facilities
by Community Groups
NUMBER ATTENDING IN THOUSANDS
NUMBER ATTENDING IN THOUSANDS
YEARS
74 75 76 77 78 79 80 81
74 5 6 7 8 9 0 1 2 3 4 5

PARTICIPATION IN COMMUNITY SERVICE PROGRAMS

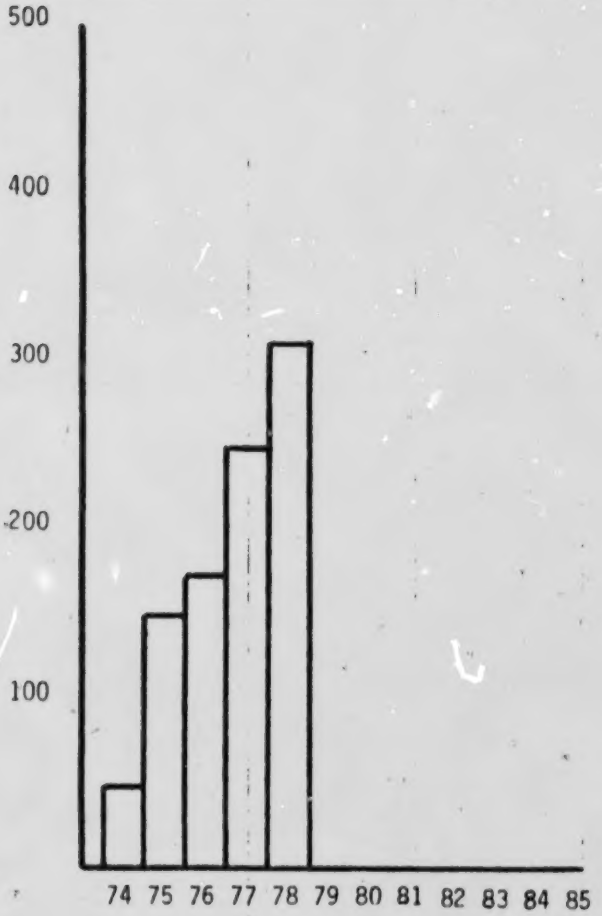
NUMBERS OF COMMUNITY SERVICES PROGRAMS

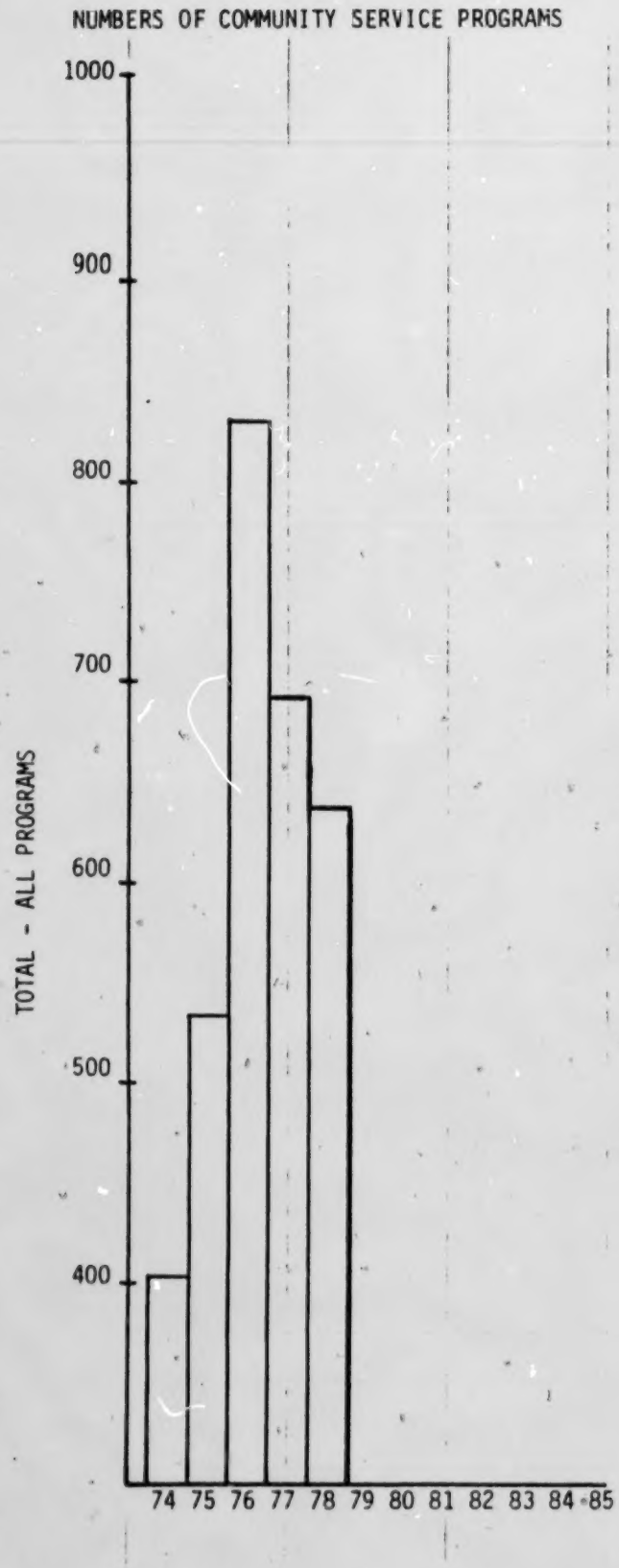






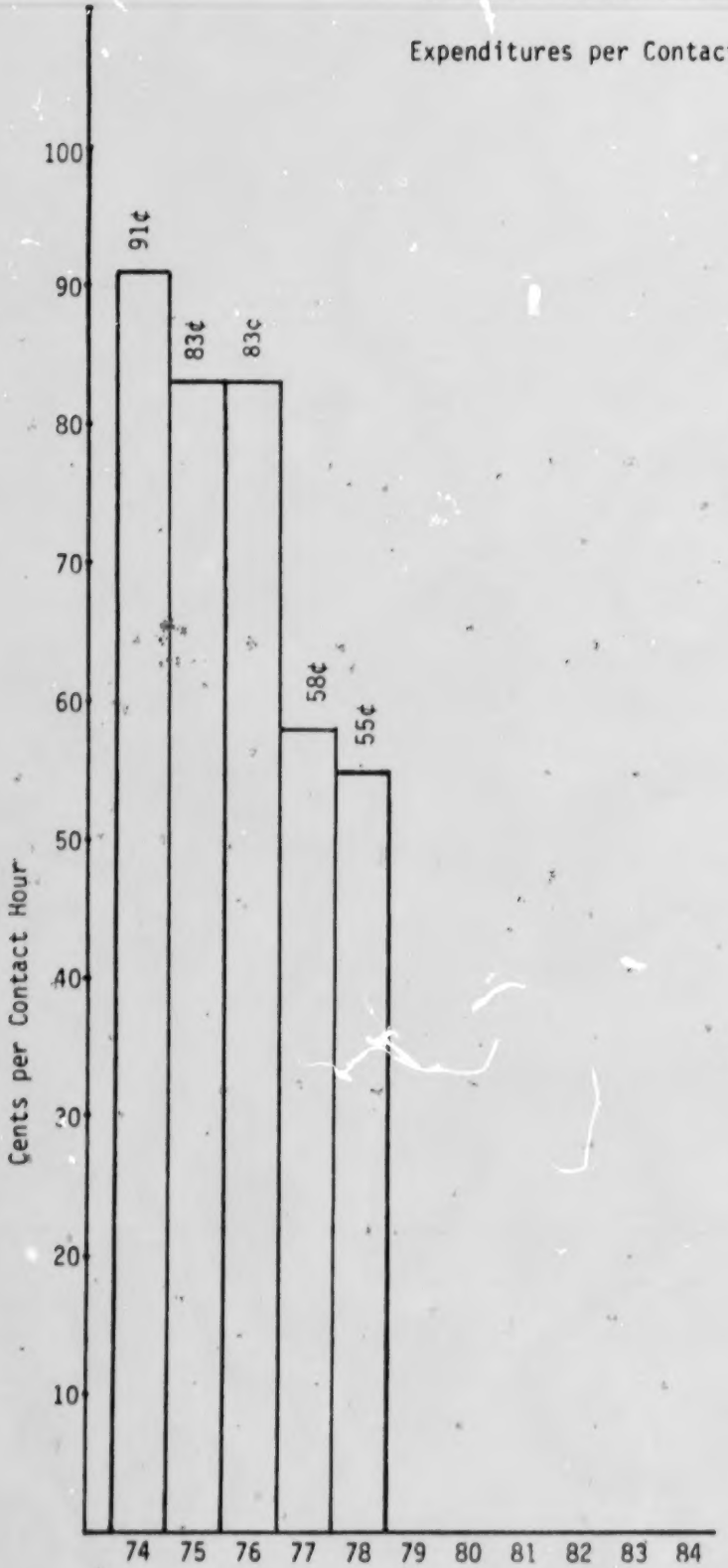
NUMBER OF COMMUNITY SERVICE PROGRAMS




NUMBERS OF COMMUNITY SERVICE PROGRAMS
TOTAL - ALL PROGRAMS
1000
900
800
700
600
500
400
74 75 76 77 78 79 80 81 82 83 84 85

COMMUNITY SERVICES PROGRAMS

Expenditures per Contact Hour



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